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**Government of Tripura
Urban Development Department
UD Bhawan, Sakuntala Road,
Agartala, Tripura**

File No. 5(6)/CEO/TJB/2021/594-596

Dated, 15th June, 2021

NOTIFICATION

In exercise of the powers conferred under Section 89 of the Tripura Jal Board Act, 2020 (The Tripura Act No. 12 of 2020), the Tripura Jal Board hereby makes the Regulations, 2021 in the name of Tripura Water and Sewer (Tariff And Metering) Regulations, 2021 for carrying out the purposes of this Act which has been approved by the 3rd Board meeting of Tripura Jal Board and communicated vide No. F. 5(2)/CEO/TJB/2021/142-153 dated 24th December, 2021 by the Chief Executive Officer Tripura Jal Board.

It shall come into force with effect from the date of publication in the Tripura Official Gazette.


(Dr. Tamal Majumder)
Chief Executive Officer
Tripura Jal Board

Tripura Gazette, Extraordinary Issue, June 15, 2022 A. D.

**Tripura Jal Board.
UD Bhawan, 2nd Floor,
Sakuntala Road, Agartala**

**Tripura Water & Sewer (Tariff and Metering)
Regulations, 2021**

Tripura Water & Sewer (Tariff and Metering) Regulations, 2021

Contents

Chapter I

Preliminary

- | | | |
|--------------|---|------------------------------|
| Regulation 1 | – | Short title and commencement |
| Regulation 2 | - | Definitions |

Chapter II

Water and Sewer Connection

- | | | |
|--------------|---|--|
| Regulation 3 | – | Water connection |
| Regulation 4 | - | Sewer connection |
| Regulation 5 | - | Application from consumer |
| Regulation 6 | - | Procedure for sanction of water and sewer connection |
| Regulation 7 | - | Category of Consumers |

Chapter III

Billing

- | | | |
|---------------|---|---|
| Regulation 08 | - | Tariff |
| Regulation 09 | - | Billing cycle |
| Regulation 10 | - | Issuance of bills by the Board |
| Regulation 11 | - | Provisional billing |
| Regulation 12 | – | Billing in case of non-functional water meter |
| Regulation 13 | – | Billing in Special case |
| Regulation 14 | - | Billing of arrears against several occupiers |
| Regulation 15 | - | Disputing the veracity of measurement |
| Regulation 16 | – | Change in use of water |
| Regulation 17 | - | Dishonour of cheques |

Tripura Gazette, Extraordinary Issue, June 15, 2022 A. D.

- Regulation 18 - Liability to pay outstanding dues of the Board
- Regulation 19 - Payment to be made by due date
- Regulation 20 - Board to issue receipt for all payments

Chapter IV

Metering

- Regulation 21 - Provision of water meters by the Board
- Regulation 22 - Meter Rent and Safety of water meters
- Regulation 23 - Repair and maintenance of water meters
- Regulation 24 - Location of water meter
- Regulation 25 - Access to water meter
- Regulation 26 - Replacement of water meter in certain situations
- Regulation 27 - Testing of water meter

Chapter V
Miscellaneous

- | | | |
|---------------|---|---|
| Regulation 28 | - | Installation of water connection. |
| Regulation 29 | - | Water pipe not to be used for carrying water from other sources |
| Regulation 30 | - | Only licensed plumbers to be engaged. |
| Regulation 31 | - | Disconnection of illegal water connection |
| Regulation 32 | - | Regularisation of unauthorised water connection |
| Regulation 33 | - | Regularization of unauthorised sewer connection |
| Regulation 34 | - | Supply of water through mobile water-tankers |
| Regulation 35 | - | Supply of treated waste water |
| Regulation 36 | - | Disconnection of water supply on consumer request |
| Regulation 37 | - | Disconnection of water supply by the Board |
| Regulation 38 | - | Restoration of water supply |
| | | |
| Regulation 39 | - | Stoppage or reduction in water supply during emergent situations |
| Regulation 40 | - | Unusual drought, war or other accidents |
| Regulation 41 | - | Written notice to Board where use of water is stopped by consumer |
| Regulation 42 | - | Duty of consumer in certain conditions |
| Regulation 43 | - | Duty of consumer to stop wastage of water and report the same. |
| Regulation 44 | - | Duty to intimate change of ownership or occupancy |
| Regulation 45 | - | Mutation/ Change of ownership. |

Tripura Gazette, Extraordinary Issue, June 15, 2022 A. D.

- Regulation 46 - Incentive to citizens
- Regulation 47 - Information provided by the Board on website
- Regulation 48 - Delegation of power

SCHEDULE I

- Annexure I - Application Form for New Connection
- Annexure II - Disconnection/Reopening Form
- Annexure III - Mutation Form/ Change of ownership.

SCHEDULE II

- Annexure I - Structure of tariff.

SCHEDULE III

- Annexure I - Jurisdiction of various authorities for disputed cases

THE TRIPURA JAL BOARD

Tripura Water & Sewer (Tariff and Metering) Regulations, 2021

In exercise of powers conferred by Section 89 of the Tripura Jal Board Act, (Act No. 12 of 2020) the Board with the sanction of the State Government hereby makes the following Regulations, for regulating water & sewer tariff and for metering and for matters connected therewith and incidental or ancillary thereto.

Chapter – I Preliminary

1. Short Title and Commencement.

- (a) These Regulations may be called “The Tripura Water & Sewer (Tariff and Metering) Regulations, 2021”;
- (b) These Regulations shall come into force from the date of its publication in the Tripura Gazette.

2. Definitions

In these Regulations unless there is anything repugnant to the subject or context:-

- (a) ‘Act’ means the Tripura Jal Board Act, 2020 (The Tripura Jal Board Act No 12 of 2020)
- (b) ‘Bill’ means an instrument reflecting the demand raised for the services rendered by the Board.
- (c) ‘Billing cycle’ means the period for which bill will be raised by the Board;
- (d) ‘Bulk connection’ means sanctioned connection for bulk supply of water through a ferrule size of more than 6.4 mm;
- (e) ‘Cess’ means the cess as defined in Water (Prevention & Control of Pollution) Act, 1976
- (f) ‘Consumer’ means any person using services provided by Board such as piped water supply, water supply through tanker, sewage facility, bio gas facility or treated effluent and shall include corporate body, public and private institution, firm, or establishment availing of such facilities.
- (g) ‘Domestic individual connection’ generally means connection for supply of water through a ferrule size of 6.4 mm.
- (h) ‘Illegal connection’ is that connection which is taken by a person from rising main or transmission main without any sanction or from the service line of another consumer, which cannot be regularized by the Board.

- (i) 'Meter' means a mechanical/Electronic device for recording volumetric consumption of water, bio-gas and treated effluent during an specified period.
 - (j) "Main" means a pipe laid by the Board for the purpose of giving a general supply of water as distinct from supply to individual consumers and includes any apartments used in connection with such a pipe up to the ferrule;
 - (k) "Licensed plumber" means a plumber who has been temporarily permitted to operate as licensed plumber in any area of the Board or by any erstwhile body substituted by the Board and will include a licensed plumber who will be licensed by the Board in accordance with the regulations made in this regards:-
 - (l) 'Property' means premises consisting of any land or building as defined in Section 2(aa) of the Act and for purposes of these regulations is used either for domestic or non-domestic or mixed-use purpose.
 - (m) 'Service pipe' means the pipe which extends from the Board's distribution line to the water meter of the consumer;
 - (n) 'Unauthorized Connection' means any connection installed on water distribution pipe line without the proper sanction of the authority and/or without due payment of required initial charges which can otherwise be regularized;
 - (o) 'ZRO' means Zonal Revenue Officer. The Assistant Engineer or his authorised Junior Engineer of the respective Sub-Division office of the Tripura Jal Board will act as a 'Zonal Revenue Officer' (ZRO) under his jurisdiction. The ZRO is an Officer of the Board who is authorised to carry out all functions on behalf of the Board as are or may be delegated to him;
- All other words and expressions used in t these regulations and not defined herein but defined in the Act shall have the meaning respectively assigned to them under the Act or in absence thereof, the meaning as commonly understood in the water supply industry.

Water and Sewer Connection

3. Water Connection

- (a) A regular connection shall be considered, on receipt of an application in the Prescribed format as provided in Annexure-I of Schedule-I and on availability of water subject to technical feasibility;
- (b) Application may be made by the owner or occupier of a property on completion of the construction. On such premises where Board has provided/extended water distribution system in the particular area and such construction is authorized by the competent authority;
- (c) No person is authorised or allowed to draw water from Board's water system, other than through a sanctioned water connection;
- (d) No regular connection will be allowed in a vacant plot/piece of land;
- (e) No individual connection will be sanctioned to any flat or house in a co-operative group housing society/apartment complex or other domestic/non-domestic complexes where bulk connection either exists or is required to be given under the policy in force of the Board.
- (f) No water connection will be sanctioned for the basement of any building.
- (g) Assessment of technical feasibility and sanction of Bulk water connection will be the jurisdiction of Executive Engineer concerned. ZRO will forward the file accordingly after completing the formalities.
- (h) Water supply shall not be provided unless arrangement for proper disposal of waste water exists.

4. Sewer Connection

- (a) Wherever sewerage system is in existence and maintained by the Board, it shall be mandatory for a consumer to obtain a sewer connection by submitting application in the format provided in Annexure-I of schedule-I after paying requisite fee and charges, failing which, besides disconnection of water supply bill will be raised to such consumer in respect of Sewer charges and/or Development Charges.
- (b) Application may be made by the owner/occupier of a property once the construction is completed in that property or by the owner/occupier of premises where Board has laid sewerage facilities in a particular locality after the construction; provided such construction is authorized.
- (c) No person is authorized or allowed to put sewage in Board sewerage system other than through sanctioned sewerage connection.
- (d) No regular sewer connection will be allowed in a vacant plot/piece of land.
- (e) No individual connection will be granted to any flat or house in a co-operative group housing society/apartment complex or other domestic/non-domestic complexes where bulk connection either exists or is required to be given under the policy in force of the Board.
- (f) No Sewer connection will be sanctioned in the basement of any building.

5. Applications from consumers

All applications for new water and sewer connection, additional connection, change of size of connection, reopening and disconnection, replacement of water meter, mutation shall be made to the Zonal Revenue Officer in the formats prescribed in Annexure-I of schedule-I.

6. Procedure for sanction of Water and Sewer Connection

(a) Any person who is resident of territorial jurisdiction of Board and where services are maintained by the Board, is eligible to apply for new connection under regulation 3 and 4, subject to following conditions:

- i) Technical feasibility for providing services should exist.
- ii) Applicant is required to attach the identity proof and ownership occupancy proof and no objection certificate from owner in case of tenant with the application.
- iii) There should not be any outstanding dues towards the Board against the property on account of water/ sewer/ development/ infrastructure charges etc.
- iv) In case there are more than one occupier or owner then the outstanding arrears/ dues in respect of the share amount will be paid by the applicant. ZRO will assess and prepare a site report before levy such share amount.
- v) Applicant is bound to abide by the conditions mentioned in the application form and is required to pay the fees, security deposit or any other charges as applicable or as may be levied by the Board from time to time. The sanction of connection in any premises does not acknowledge or confer any title, ownership or occupancy right in favour of the applicant.

(b) Water shall be supplied, subject to technical feasibility, through sanctioned appropriate sized feeder in accordance to the estimated water consumption of the consumer.

(c) Subject to the fulfilment of above mentioned requirements and approval of ZRO/competent authority, a new connection may be sanctioned. Applicant is required to make payment of the demand raised by the ZRO office, which shall be deposited within a period of fifteen days failing which a fresh bill will be issued.

(d) The consumer will be given a boring date and time by ZRO under intimation to JE concerned when the consumer is required to get connection installed on the Board distribution line through a licensed plumber or any agency having licensed plumbers of the Board. Execution of the work by other than a licensed plumber shall lead to levy of penalty provided in Schedule IV of the Tripura Jal Board Act, 2020.

(e) Wherever it is found that the installation of connection has been done in contravention of the sanction, such as fixation of ferrule of a size other than the sanctioned one, or through unauthorized person or the work is executed on any other date than the prescribed one, such boring will be treated as unauthorized and the sanction is liable to be withdrawn, in addition to imposition of penalty as provided in **Schedule IV of the Tripura Jal Board Act, 2020.**

Provided that in case consumer gives sufficient reason for not executing the work on the specified date he may approach ZRO within 15 days, giving reasons for the failure and request for grant of another boring date, in which case, ZRO upon being satisfied, may give new date for boring.

(f) In case of detection of unauthorized connection at the property, where connection has been applied for, consumer is required to get such unauthorized connection regularized first in applicable category by paying penalty, water charges for three years and water connection charges, failing which such connection may be cut off, besides issuance of challan and withholding of sanction for new connection.

7. Category of consumer

Board shall classify consumers in different categories according to nature of use of water and/or activities undertaken at the premises of the consumer for the purposes of tariff.

The broad classification is as under

A) Residential: - Water supplied to such plot/property which is used purely for residential purpose;

B) Commercial: - Water supplied to plot/property where intensive use of water is envisaged such as institutes, hospitals, schools, offices, office complexes, Railway Stations/ Yards, Police Stations, Airports, Bus-stand, Petrol Pumps, Hotels, restaurants, clubs, marriage halls etc;

Chapter – III

Billing

8. Tariff

- a) Board shall levy fees, charges, rentals, development charges, and infrastructure charges, collect deposits and may recover interest on amounts payable to it but not paid within time, at such rates as may be specified in **Annexure I of Schedule II** hereto for the services rendered by it.
- b) 'Volumetric charge' is the monthly charge levied for the volumetric quantity of water consumed in kilo-liters as recorded by the meter or as fixed by the ZRO/ Competent Authority in case of non-functional meters. This charge will be levied as per the slab rates shown in Schedule II hereto.
- c) 'Sewer charge' is the monthly charge levied for collection and treatment of the sewage. Currently, it is 40% of the charges of volumetric consumption of the water.

9. Billing Cycle

Billing cycle may be monthly, bimonthly or quarterly, depending upon practical feasibility. Board may alter Billing cycle for any consumer after giving notice in this regard.

10. Issuance of bills by the Board.

- a) The bill issued in respect of services rendered by the Board may include one or more charges as applicable and as prescribed in regulation 9 above.
- b) Bill shall be raised on the basis of consumption recorded by the meter. If no functional water meter was ever installed, the bill will be raised taking minimum consumption of water as 25 Kilolitres per month per dwelling unit or as assessed by ZRO, whichever is higher till a meter is installed on such connection. However, consumer may appeal to Joint Director concerned in case he is not satisfied with the decision of ZRO.
- c) 'Unauthorized connections' which are in existence at the time of coming into force of these regulations in otherwise technically feasible areas shall be got regularized by the owners or occupiers after paying the requisite charges, failing which the Board may issue bill in the name of occupier or owner including the regularization charges. Such dues/ charges will be recovered as per the procedure laid down under the Act. If such charges are not paid in spite of sufficient opportunity to such occupier, water supply connection will be disconnected.

11. Provisional billing

a) While recording the reading, if Meter Reader finds that reading should be detained due to 100% deviation in consumption, unless the consumption is less than or equal to 20 KL per month, during a billing cycle as compared to the previous one, he shall inform the consumer and ZRO about the same. Till the consumer submits his explanation, provisional bill based on average consumption of previous twelve months or such lesser period as available on record, shall be issued. If consumer succeeds in establishing that such consumption is not correct, the bill will be rectified otherwise consumer is required to pay the bill as per the consumption recorded by the meter reader.

b) If a water meter box or premises is found locked, provisional bill on the basis of average consumption of previous twelve months or such lesser period as available on record shall be issued subject to adjustment on actual consumption, whenever recorded.

12. Billing in case of non-functional water meter

(a) (i) If at the time of meter reading or as per the report of the consumer, the water meter provided by the Board is found to be out of order and consequently not registering the consumption, the average consumption of previous twelve months or such lesser period as available on record shall be taken as the basis of billing. However, Meter Reader and/or consumer will inform the ZRO about such meter and ZRO will take immediate steps to replace it.

(ii) If at the time of meter reading any private water meter is found to be out of order and consequently not registering the consumption, the average consumption of previous twelve months or fewer periods as available on record shall be taken as the basis for billing. If the meter is not replaced by the consumer within two months from the date of notice of default, then the highest average of the consumption recorded during last twelve months period or such lesser period as available on the record when the meter was functional shall be taken as the basis for issuing the bill, till the meter is replaced.

(b) Notwithstanding anything contained in these regulations if, during two consecutive billing cycles reading of the meter is not possible due to no response from occupier or locked premises or reading is not allowed deliberately, the consumption shall be computed on any one or more of the following basis as may be decided by the ZRO after recording the reasons in writing.

(i) On highest of registered consumption per month during last twelve months period or highest per month consumption of such lesser period as available on record, or

- (ii) On the consumption of the corresponding period of the previous year, or
- (iii) On discharging capacity of the connection having regard to the size of the ferrule, diameter of the pipes, hours of supply, area covered by the connection, number of occupiers etc. but not exceeding twice the maximum monthly consumption recorded during previous twelve months, or
- (iv) On such reliable data as may be considered reasonable based on facts and circumstances of the case.
- (v) If a consumer is not satisfied with the decision of the ZRO for fixation of consumption, he may appeal to the area Joint Director within 15 days. Still if he is not satisfied, he can make second appeal to Director of Revenue, whose decision will be final.
- (vi) Consumer may request ZRO in writing for special reading on the date and time suitable to him after paying the requisite fees as mentioned in Annexure-II of Schedule-I
- (c) For the purpose of these regulations a water meter shall be deemed to be out of order, if:
 - i) It has failed while on water connection to register consumption of water drawn through it.
 - ii) It is found on test to be registering beyond $\pm 5\%$ of actual flow of water through it.
 - iii) When there is obvious error in consumption recorded by the meter having regard to consumption recorded in the past or subsequent readings and other circumstances of the case.
- (d) If on inspection or during meter reading any private or Board meter is found to be damaged/ tampered/ seal broken or not on site, consumption for the period from last registered reading of old meter till the new private/ Board meter is installed, shall be calculated at the rate of two times of average consumption for previous twelve months period or entire of such lesser period during which the meter was functional. However, ZRO will take immediate steps to provide a Board meter at the earliest at consumer cost.

13. Billing in Special case

If a property is likely to remain vacant/locked for a period of more than two months due to outstation stay/visit of the occupier/owner and such occupier/owner does not want to get his water supply disconnected, in that case, he may deposit in advance the amount equivalent to the minimum service charges for such period after making a written request to the concerned ZRO. However, such owner has to take all precautions to avoid theft or misuse of water from such connection during the period of his absence. Actual billing based on readings will be done after the property is re-occupied adjusting the readings, if any found in the meter. The ZRO should deal such application within 5 days from the date of registration.

14. Billing of arrears against several occupiers

Wherever water charges are in arrears against any property occupied by more than one owner/tenant/occupier, the liability of each such person in respect of the payment of arrears shall be in the same ratio in which each occupier is occupying the proportionate area of the property. In case of new building constructed by demolishing old building, the present occupiers will be liable to pay the arrears in proportion to the area occupied by them. Same principle will apply for arrears flowing from water and sewer development charges.

15. Disputing the veracity of measurement

If a dispute is raised by a consumer regarding the correctness of reading

Recorded by water meter, the consumer will have to pay in advance a deposit equivalent to 50 per cent of the disputed bill amount, failing which no dispute shall be entertained under any circumstance and the water supply may be disconnected for non-payment of dues after giving three days notice to such consumer.

The pecuniary jurisdiction of various authorities for disputed cases will be as per annexure-IV of Schedule-III.

16. Change in use of water–

a) Water supplied for domestic purpose and mixed use purpose shall not to be used for purposes other than the purpose for which connection has been sanctioned, without written permission of the ZRO concerned.

b) If during a billing cycle a consumer wants to change the use of water, he is required to report it to the area ZRO in writing along with nature of activity to be undertaken and the date since when such activity is proposed to be undertaken. The ZRO may allow supply of water for such modified use by conversion of category from a particular date. In case consumer resorts to change of use of water without such approval, higher category tariff shall be imposed from the date of the last actual meter reading.

17. Dishonour of cheques

If a consumer makes any payment to the Board through bank cheque and such

Cheque is reportedly dishonoured; a penalty equivalent to 20% of the bill amount will be levied on the consumer. This will be without prejudice to any criminal action that may be taken by the Board.

18. Liability to pay of standing dues of the Board

Any person who by transfer or otherwise becomes owner of a property or premises having services from the Board, shall be liable to pay, without prejudice to his liability to pay current charges, all outstanding dues of the Board against that property.

19. Payment to be made by due date

a) Payment of water/sewer bill shall be made by the due date mentioned on the bill failing which surcharge at the rate of 5% on the outstanding amount per billing cycle shall be levied.

Further, if the bill amount is not paid for the two consecutive billing cycles, Board reserves the right to disconnect the water connection.

b) The Board may encourage consumers to make online payment of bills in which case suitable discount as decided by the Board may be given.

c) Consumers would be required to provide their mobile/ telephone numbers/ email IDs to the ZRO concerned to enable the Board to make proper communication and respond to the consumer issues.

22. Board to issue receipt for all payments

A receipt in the prescribed form shall be issued by the Board for every payment received by it under these regulations.

Chapter – IV

METERING

21. Provision of water Meters by the Board

- a) All water supplied by the Board should be metered.
- b) The Board may provide water meters to measure the consumption of water against a water connection, and until the contrary is proved, it shall be presumed that the consumption shown by the meter is correct.
- c) The ZRO, in the event of non-availability of water meters with the Board may permit and/or ask the consumer to install a B-class and multijet ISI mark private meter available in the market. On installation of such private water meter, the consumer will intimate the ZRO in writing about the brand and meter number along with date of installation. Consumer will also enclose a copy of the meter test certificate.

22. Security for water meter provided by the Board

- a) In case, water meter has been provided by the Board, the consumer will have to deposit security amount depending on the cost of the meter as provided in Annexure II of Schedule I hereto. The consumer has to keep the receipt for such security deposit for future reference.
- b) The Security deposit accepted for the meter installed by Board shall be refunded at the time of surrender of water connection, provided that meter is in working condition and returned back to the ZRO. No refund would be payable if such disconnection happens after seven years from the installation of Meter. Such refund of security is subject to adjustment of outstanding arrears, if any. Application for refund of Meter security is to be accompanied with original receipt vide which meter security was deposited.

23. Meter rent and Safety of water meters

- a) Meter rent for the meter provided by the Board shall be levied as per rates Prescribed in Annexure-II of Schedule-I hereto.
- b) The consumer shall be responsible for safety of the water meter. In case of theft or damages by fire or accident or otherwise, another meter will be installed by the Board at consumer cost at the applicable rates if the previous meter was provided by the Board. Consumer shall lodge an FIR with the local Police Authority and furnish a copy of FIR to the ZRO.
- c) In case of theft or damages by fire or accident or otherwise, of a private meter, consumer shall install another meter at his costs with due intimation to ZRO and also lodge FIR with the local police authority and furnish a copy of FIR to the ZRO.
- d) In case of occurrence of two or more thefts and/or damage to the meter, Board may enhance consumption for the billing purpose from the highest monthly consumption during the last 12 months or for such lesser period available on record, by 50% in case of mixed use and commercial category and by 25% in case of domestic category in future bills.

23. Repair and maintenance of water meters

Repairs and maintenance of water meters installed by the Board will be the duty of the Board, provided the meter is not damaged or tampered or broken. No rent will be charged in case the Board meter remains non-functional and another meter is not installed by the Board within 15 days.

In case of non availability of water meter with the Board for replacement, consumer may be asked to replace it with private meter of specifications defined in Regulation 23(c) and the Meter security will be adjusted against the future bills. The consumer will get the meter installed within 10 days from the receipt of communication from the ZRO.

24. Location of water meter

The consumer, at his own cost shall arrange and specify within his premises a Suitable well-lit place for safe installation of Meter in readable position.

25. Access to water meter

The consumer shall provide unhindered access to the meter reader or other authorized official of the Board for reading and inspecting the condition of the meter or to undertake any maintenance or repair work of the meter.

If any consumer prevents or obstructs the Board authorised official in discharging his duties, besides imposing penalty under Schedule IV of the Act, action under criminal law may be initiated against such consumer and/or person.

26. Replacement of water meter in certain situations

a) In case water meter is found to be dusty to the extent that reading is not possible or shows vapours continuously for two billing cycles, steps will be taken to replace the meter, by the Board or by the consumer to whom the Meter belongs. ZRO may ask the consumer to install a private meter in case no meter is available with the Board.

b) At any time, the ZRO may by giving prior intimation to the consumer, have a Board meter installed on a connection where a functional private meter exists. The private meter so removed shall be taken by the ZRO after recording the readings. No meter security will be charged from the consumer except in those cases where the consumer refuses to hand over the private meter.

c) Where the consumer refuses or resists replacement of meter after the notice of the ZRO, the water supply of such consumer is liable to be disconnected on expiry of the notice period.

27. Testing of water meter

a) The consumer may request the ZRO to get his water meter tested if in his opinion, it fails to register the consumption. The cost of testing shall be borne by the consumer and the ascertained overcharge if any, shall be adjusted in the water bills of the consumer for the preceding billing cycle only. In case of an under charge, the consumer shall be liable to pay the difference for the preceding billing cycle only. A marginal error of ± 5 per cent shall be ignored.

- b) If the water meter supplied by the Board is found to be defective, the testing fee shall be adjusted in the forthcoming bill.
- c) The ZRO may order for testing of any meter at any point of time when he has reason to doubt the accuracy of the meter.
- d) The consumer himself shall not in any case interfere or fiddle with the meter or disconnect its fitting or get it replaced without prior intimation to ZRO.
- e) The Zonal Revenue Officer may remove any meter for the purpose of repairs and in case of discontinuation of the water supply.
- f) The Board may replace a meter if it is suspected to have been recording consumption inaccurately or when a new and more advanced meter is available.

Chapter – V

Miscellaneous

28. Installation of water connection:

The water connection shall, as a general rule, be given from the distribution line nearest to the property. Connection from other sub-mains shall not be allowed except under specific orders of the ZRO/JE.

29. Water pipe not to be used for carrying water from other sources.

Pipes intended to carry water supplied by the Board shall not be allowed to carry water supply from any other source.

30. Only Licensed Plumbers to be engaged

a) The fixing of fittings and laying of supply pipes from Board line to consumer premises shall be made through a licensed plumber or such other suitable agency which uses licensed plumbers. A list of such licensed plumbers/agencies will be exhibited for public information at the Zonal Revenue Office and on the web site of the Board.

b) In case any person and/or occupier interfere or temper or make bore/ connection in Board distribution line without proper sanction or through any person other than the licensed plumber then that person along with the occupier, shall be liable for prosecution under the Act and payment of fine as provided in Schedule IV of the Act.

c) If any licensed plumber contravenes any of the provisions of the Act or of any regulations or executes any work carelessly or negligently or uses inferior material, appliances or fittings, Authorized officer of the Board may suspend or cancel his licence besides imposing penalty under section 35(4) read with Schedule IV of the Act.

d) A consumer who engages the services of a licensed plumber should inform the ZRO as to the name of that plumber and the work done by him.

31. Disconnection of illegal water connection

If any water connection is taken by a person either from Board water main or Transmission main or from the supply line of a consumer, the same shall be liable for disconnection, as it cannot be regularized. Besides, other penal action under the Act and criminal liability that may follow under IPC may be taken.

32. Regularisation of unauthorized water connection

a) If any unauthorized water connection exists on the date of coming into force of these regulations in otherwise technical feasible area, the owner/ occupier of such premises shall get such connection regularized after paying the required dues within three months. In case any unauthorized water connection is detected after that period, then besides criminal action that may follow under IPC, prosecution under Schedule-IV of the Act will be undertaken.

b) If an unauthorized water connection is detected in any group housing tower/apartment where supply is through bulk connection, then the same shall be disconnected and the owner or occupier will be liable to pay consumption charges according to the rates applicable from the date of coming into force of these regulations or the date of charging of Board pipe line from which the connection is taken, whichever is earlier, till the date of disconnection.

35. Supply of Treated Waste Water

The Board may supply treated waste water for irrigation or gardening or any other Purpose to any individual/Organization/Institution. However, the rate may be re-fixed by the Board from time to time.

36. Disconnection of water supply on consumer request

(a) A consumer may make a written request for disconnection of water supply in the format specified in Annexure 1(B) of Schedule 1, on any of the following grounds:

- i) If the purpose for which temporary water connection was taken is attained;
- ii) If the consumer wants to surrender the connection due to new construction on the plot after demolishing the existing building;
- iii) A consumer, whose premises is likely to remain vacant or unoccupied or closed due to long out station stay.
- iv) If the consumer wants to surrender the connection due to any other reasons;

(b) In such situation consumer is required to pay the outstanding water charges, fifteen days advance water charges from the date of application calculated on the basis of previous average consumption plus the disconnection fee along with the Board Meter. Consumer will furnish an undertaking to the effect that no order or stay is there from any court of law against such connection.

37. Disconnection of water supply by the Board

(a) The Executive Engineer or his authorized subordinate shall have the power to disconnect the water supply in any of the following circumstances after giving three clear days notice in writing to owner/occupier or consumer:

- i) Where there is default in the payment of water bills, meter rents or meter repairs within two billing cycles.
- ii) Where without the previous permission of the ZRO, water supply is extended to any person other than those residing in the premises or water is used in violation of any of the intending purposes on which it is supplied.
- iii) Where there is leakage of pipe or other defects in the private service/ distribution pipeline resulting in wastage of water.
- iv) Where there is refusal to allow the ZRO, or his subordinate authorized in that behalf to enter on any property, land or building for the purpose of inspecting the service pipe fittings and other appliances or for doing meter reading.
- v) Where meter of the Board or private meter is replaced by the consumer without intimation to the Board.

(b) When the water supply is cut off by the Board, the water supply shall not be restored as long as the wrongful act or omission for which the supply was cut off continues

(c) The Executive Engineer or his authorized subordinate shall have the power to disconnect the water supply to owner/occupier or consumer in any of the following circumstances:

- (i) Where work of any extension or alteration or repairs to supply pipes owned by DJB is carried out through any person other than a licensed plumber or any agency approved by the Board, which uses licensed plumber
- (ii) Where any attempt is made to tamper with the water distributing lines laid by the Board.
- (iii) Where it is noticed that the water supply pipe may be the cause of contamination and leakage.

(iv) Where despite being informed, a consumer fails to make suitable arrangements to the satisfaction of the Board official for the proper disposal of the waste water which otherwise is likely to create unhygienic conditions injurious to the public health.

(v) Where a private meter is out of order and the consumer fails to replace the same in spite of notice from the Board.

(vi) Where water is allowed to run waste, despite owner/ occupier/ consumer having been warned by the Board through a written notice to check the same

(d) If a booster pump or any other contrivance is connected directly on the service pipeline then in such an event, the Executive Engineer or authorized representative in addition to disconnecting the water supply shall seize such contrivance or pump without notice and the consumer shall be prosecuted by the Board. The seized material shall not be returned in any case

38. Restoration of water supply

- (a) In the eventuality of a disconnection by the Board, the consumer may apply for restoration of water supply after rectification of the fault and on payment of opening fee and disconnection fee and Road Restoration Charges. The cost of restoration of water supply shall be borne by the consumer.
- (b) The consumer may apply for restoration of water supply if it was disconnected on his request, on payment of reopening fees. The cost of restoration of water supply shall be borne by the consumer.
- (c) The request for restoration/re-opening of disconnected water connection shall be made in the format specified in Annexure II of Schedule 1.

39. Disruption in normal supply of water

In case of disruption in water supplied by the Board due to repair work, stoppage of supply or contamination, the Board will provide free tanker water supply on request of consumer to meet out the minimum requirement till normal supply is restored.

40. Stoppage or reduction in water supply during emergent situations

The Zonal Engineer or the authorized Officer of the Board shall, on emergent occasions, have discretion to stop or reduce the supply in any main or sub-main, for repairs or renewals, without any notice. However, in ordinary cases, when the stoppage is over an extensive area or is due to exigencies which can be foreseen, advance notice as is possible under the circumstances will be given by suitable means including publishing on board website. The Board shall not be liable for any compensation, penalty, damages or other payments under such circumstances to any person or consumer.

41. Unusual drought, war or other accidents

The Board shall not be liable for any compensation, penalty, damages or other payment for failure of water supply occasioned by unusual drought, agitations, mob violence, operations of war or other accidents, Act of God, or other causes beyond its control.

42. Written notice to Board where use of water is stopped by consumer Whenever a consumer ceases to occupy the premises where water is supplied by the Board or is no longer interested in the services provided by the Board, he shall send a written request to that effect to the ZRO at least one fortnight in advance. In case of his failure to do so, the Board shall be entitled for recovery of all outstanding charges or become due during the period of such non-intimation to the ZRO.

43. Duty of consumer in certain conditions

- a) The apparatus by which the water may be allowed to flow continuously in bath tubs, steam bath, urinals or toilets will not be allowed to be installed without special permission from the ZRO, in cases of unmetered supply and where the water is charged on an average consumption.

b) The consumer shall neither fix the taps in a courtyard or outside the premises so as to make water available for use by the public nor shall any taps be fixed in close proximity to toilets, open drains or places where injurious gases are likely to be produced.

43. Duty of consumer to stop wastage of water and to report same.

(a) Every consumer is expected to plug wastage of water due to leakage or overflow or faulty fittings within his property.

(b) In case where water supply of the Board is noticed to go waste by leakage through pipes, the consumer being responsible citizen shall immediately inform the Board Control Room/ZRO/ or nearest office of the Board for taking immediate measures so that such wastage is stopped.

(c) Consumer shall get rechecked its service line after every fifteen years from the date of connection and if it is found rusted or corroded then the same should be replaced to avoid leakage and contamination.

44. Duty to intimate change of ownership/ occupancy

(a) Every owner/ occupier of a property who avails of the services of the Board is duty bound to intimate in writing to the ZRO about the change in ownership/ occupancy of the property within three months from the date of change in such ownership/occupancy to enable the Board to update record.

(b) No person claiming to be the owner/ occupier whose name is not entered in the Board record as a consumer shall be entitled to object that any bill or notice of demand issued under these regulations served on the owner/occupier of any property has not been made out in his name, or object to the payment of the bill amount due on that ground.

45. Mutation/Change of ownership

(a) In the event of death of a consumer availing of the services of the Board, his legal heirs or successors can be taken on record by the Board subject to production of relevant documents such as death certificate, Will, partition deed, succession documents with receipt of last paid bill. In case more than one legal heir is there to the deceased than no objection certificate from such legal heirs as prescribed in **Annexure-III of Schedule-I**.

(b) In the event of transfer of property between parties, the transferee may apply for mutation of the water connection in his name subject to production of relevant documents such as transfer deeds, identity papers, possession letter, no-objection from transferor, last paid receipt and payment of prescribed mutation fee to the Board.

(c) Request for mutation/change of ownership in Board record should be in the format specified in **Annexure III of Schedule 1**.

(d) In case, the consumer fails to comply the above provisions within the time limit the tariff as applicable for the consumer respective category will be increased by 1.5 times till the provision is installed;

46. Incentive to citizens

Board may announce incentive, rewards, rebate in bill to such consumers or individuals who inform the Board about the theft or unauthorized use of water from any source owned by the Board.

47. Information provided by the Board on website

Board may provide the following information on its website for the benefit of its consumer and general awareness of the citizens:-

- a) The detailed description about the commonly raised questions about the issues related to various services, provided by the Board including new water connections; billing; tariff etc.
- b) Bill period, consumption during a billing cycle, bill amount, due date and payment history for the last five bills of the consumer.
- c) Status of his application/complaint. For this consumer is required to visit the portal on Board Website for lodging complaint. A computer generated application/complaint number will be issued to the applicant/consumer.

48. Delegation of Power

To enable dealing with operational issues concerning metering, billing and tariff issues in an expeditious manner and with a view to deal with the consumer issues, the power of the Board other than to make and notify regulations under Section 89 of the Act and the power to determine the tariff is delegated to the Board under Section 71 of the Tripura Jal Board Act, 2020; Jurisdiction of various authorities for disputed cases specified in **Annexure I of Schedule 1II** ;

SCHEDULE- I

Annexure I
Application Form for New Connection
(See Regulation No-5 & 6)
(Tripura Jal Board)

Type of Connection Request

- ☐ Water Connection ☐ Sewerage Connection
- ☐ Water and Sewerage Connection

Details of Applicant for Domestic Connection

Name: (Please fill in Block Letters Only):-

Name of Father/Husband:-

Aadhaar(UID)No:

House No:-

Ward No:-

Ration Card No:-

Holding No.:-

Khaitan No:-

Contact Details

Email Id:

Mobile No:*

Land mark if any:-

Govt. Organization (if it is a Govt. Organization, provide supporting documents).

Office Details

Office Name:

Official Address:

City:

State:

Pin Code:

Office Tel. No:

Details of Applicant for Commercial Connection:-

Name: (Please fill in Block Letters Only):-

Name of Father/Husband:-

Postal Address

Locality: House/Shop No:

Trade License No:-

Road No: Pin No:

Land mark if any:-

Type of Water Connection (Tick any one of the boxes indicated below)

(i) Domestic:- ☐

(ii) Commercial:- ☐

(iii) Govt. Establishment:- ☐

DECLARATION

1. I hereby declare that all the information furnished by me is true to the best of my knowledge and if any discrepancies are found, I will be responsible for disconnection of services by the TJB without any prior notice and any other legal action taken by TJB.
2. I declare that there is no dispute on property and there is no stay from any court of law against obtaining water/sewerage connection.
3. I further undertake that in case of any dispute about the ownership of the property I will absolve TJB from any legal battle in the court of law as the water connection applied for is related to supply of potable water and not to decide the ownership of property.
4. I further undertake to pay the charges as and when demanded by TJB, and in the event of non-payment, TJB will be at liberty to disconnect the services being provided by TJB.
5. I further declare that the TJB shall extend the connection subject to the technical feasibility.

☐ I Agree

Signature of Applicant

Documents to be attached

(I) Property tax book. (II) Ration Card (III) Aadhar Card

(II) Property Ownership Documents:-Allotment Letter, Sale deed,
Govt. Allotment Letter, Conveyance Deed

Instructions to fill The New Connection Application

Type of Request: Select the type of connection request.

Details of Applicant:

Please tick if it is a Govt. Organization and provide supporting document with the application form. All details must be provided in Block Letters except Email ID.

Name: Should be provided and is compulsory.

Father/Husband Name: Applicant's father or husband name should be provided and is compulsory. Strike through the one that is not applicable.

Contact Details:

Email Id: Should be provided in exact case. It is optional.

Mobile No: It is compulsory to provide mobile no., as it will be used for sending SMS alerts.

Office Name, Address, City, State, Pin Code may be provided to facilitate communication is compulsory.

Property Address:

Pin Code: Pin code of the property must be provided. It is compulsory.

Locality, and House No must be provided correctly. These are compulsory.

Property Details:

Property Type: Government Organization/Individual Households/Commercial establishments.

Type of Water connection: It is compulsory to provide the Type of Water Connection

Valid values are Domestic, Industrial/Commercial and Government Establishments.

Refer to the table Water Connection Type below.

Water Connection Use: It is compulsory to provide the type connection use. Refer to the table Water Connection Use above.

SCHEDULE- I

Annexure II
DISCONNECTION/ REOPENING FORM
(Tripura Jal Board)
(See Regulation No-36, 37 & 38)

Application Form for Disconnection/ Reopening

Details of Applicant:-

KNO:-

Reason for Disconnection/ Reopening:-

Contact Details: -

Documents to be attached: -

Photocopy of proof identity: -

Photocopy of last bill paid: -

I hereby declare that all the information furnished by me is true to the best of my knowledge and if any discrepancies are found, I will be responsible for disconnection of services by the TJB without any prior notice and any other legal action taken by TJB.

☐ I Agree

Signature of Applicant

Instructions to fill the Disconnection/Reopening Application

Details of Applicant:

KNO: This is the customer number. It is compulsory.

Application for Disconnection /Reopening:

Please fill Disconnection or Reopening. It is compulsory.

Reason for Disconnection /Reopening:

Please fill the reason for Disconnection or Reopening. It is compulsory.

Contact Details:

Mobile Number: It is compulsory to provide mobile number, as it will be used for sending SMS alerts.

Email Id: In case preferred contact type is selected as Email Id, then the Email Id number must be provided.

Documents to be attached: It is compulsory.

Proof of Identity Doc: Attach photocopy of any one of the following documents and provide the document number (Ration card, PAN card, Aadhar Card).

Photocopy of Last Paid Bill: Attach photocopy of the last paid bill and provide the document number.

Declaration:

I agree: Please tick on I agree, after reading the declaration.

Signature of the applicant: Put in the signature of the applicant in the box given to agree with the above declaration.

☐ I Agree

Signature of Applicant

SCHEDULE- I
Annexure III
MUTATION FORM/CHANGE OF OWNERSHIP
(See Regulation No-45)
(Tripura Jal Board)

Application Form for Mutation/Change of Ownership

Details of Existing Applicant

KNO

Present Address: -

Name: -

Detail of Applicant Applying for Mutation/Change of Ownership

Name:-Father/Husband Name:-

Aadhaar (UID) No:-

Ward No:-

Contact Details:

Documents to be

attached: -

Photocopy of proof identity: -

Photocopy of last bill paid: -

I
hereby declare that all the information furnished by me is
true to the best of my knowledge and if any
discrepancies are found, I will be responsible for
disconnection of services by the TJB without any prior
notice and any other legal action taken by TJB.

☐ I Agree

Signature of Applicant

Instruction to fill the Mutation Application

Details of Existing Applicant:

KNO: This is the existing customer number. It is compulsory.

Premise Address:

Pin Code: Pin code of the property must be provided and is compulsory of **Locality**,

Details of Applicant Applying For Mutation Change of Ownership:

Please tick if it is a Govt. Organization and provide supporting document.

All details must be provided in **Block Letters** except Email ID.

Father/Husband Name: Applicant's father or husband name has to be provided and is compulsory.

Strike through the one that is not applicable.

UID number may be provided.

Contact Details:

Email Id: Email Id of the user can be provided.

Mobile Number: It is compulsory to provide mobile number, as it will be used for sending SMS alerts.

Preferred mode of communication: Please tick the check box to choose the preferred mode of communication.

It is a compulsory field.

If the Email and SMS option is selected, then Email Id must be provided in contact details.

SCHEDULE II
Annexure- I
Structure of tariff.

Following tariff structure has been adopted w.e.f. 01/04/2022

Domestic Category: - Water charges for Meter

(A) Domestic Connection:

Sl. No	Water Usage in litres	Basic charge Per month (In Rs.)			Volumetric Charge Per 1000 Litres per Month (In Rs.)		
		AAY	BPL	APL	AAY	BPL	APL
1	< 10000	free	50	50	Free	Free	5
2	10000 to 20000	50	50	100	5	5	5
3	20000 to 30000	70	70	100	7	7	10
4	Above 30000	200	200	200	20	20	20

(B) COMMERCIAL: -

Water Charges for Metered Commercial Connection:

Sl. No	Water usages in Litre	Connection fees (In Rs.)	Basic Charges Per Month (In Rs.)	Volumetric Charge Per 1000 Litre per Month (In Rs.)
1	< 6000	5,000	100	5
2	6000 to 15000	5,000	100	10
3	15001 to 25000	10,000	150	20
4	25001 to 50000	10,000	250	25
6	50001 to 100000	20,000	500	30
7	Above 100000	25,000	1000	50

(C) Water charges for Non-Metered connection:

Sl. No	Rate prescribed per month (In Rs)			
	AAY Family	BPL Family	APL Family	Commercial connections
1	50	100	200	Onetime assessment may be made by Tripura Jal Board and levy as per Volumetric charge

Sewerage Charge:- Sewerage charge will be 40% of water charge.

AAY- Antyodaya Anna Yojana

BPL - Below Poverty Line

APL – Above Poverty Line

SCHEDULE III

Annexure I

JURISDICTION OF VARIOUS AUTHORITIES FOR DISPUTED CASES

1. ZRO has power to settle the disputed case upto the deletion amount of Rs. 5,000/-
2. For settling dispute cases from 5,001/- to 20,000/- a committee under the Chairmanship of EE with concerned ZRO and the concerned Junior Engineer will give its recommendation on which EE will have the jurisdiction to allow deletion.
3. For disputed amount of Rs.20001 to Rs. 30,000/-, a committee under Chairmanship of the concerned Superintending Engineer with concerned Executive Engineer and ZRO will give its recommendation. Superintending Engineer will have the jurisdiction to allow deletion.
4. For disputed amount of Rs. 30,001/- and above, a committee under Chairmanship of the Chief Executive Officer/Chief Engineer with concerned Superintending Engineer, Executive Engineer and ZRO will give its recommendation. The Chief Executive Officer/Chief Engineer will have the jurisdiction to allow deletion.

However, the committee shall adhere to the following guidelines while deciding the grievances:

1. The Committee shall meet at least once or more frequently in a month depending upon the number of disputed cases.
2. In cases where disputes are of non-supply of water, comments of the area ZE/JE should be taken.
3. The committee shall issue minutes in each case placed before it, specifying reasons for revision/ deletion and settlement arrived, under intimation to the consumer by ZRO through registered/speed post or e-mail/ phone through consumer care centre of the Board, if provided by the consumer, as the case may be.
4. The committee may broadly take the following factors for resolving the cases. (i) Number of members in the household/unit.
(ii) Status of water supply/ no supply from the EE of the area.
(iii) Consumption pattern of similarly situated households/ units in the same locality.
(iv) Other sources of supply of water.
(v) Abnormally high average billing when compared with similarly placed unit should be decided based on factual details such adjoining/ similarly situated units, electricity consumption, correctness of categorization etc.
(vi) Analysis of consumption of household/ unit (i.e., consumer) over five/six years or less as case may be.
(vii) Other factors such as construction/ renovation/ function or such other factor which may result in enhanced consumption of water.

Chief Executive Officer
Tripura Jal Board